

**PHILIPS**

Professional  
Display Solutions

6214U Series

# User Manual

43HFL6214U/12  
50HFL6214U/12  
58HFL6214U/12  
65HFL6214U/12  
75HFL6214U/12

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# TV Tour

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## Professional Mode

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### What you can do

In Professional Mode ON, you can have access to a large number of expert settings that enable advanced control of the TV's state or to add additional functions.

This mode is intended for installations of TV's in places such as hotels, cruise ships, stadia or any other business area where such control is required.

If you use the TV at home, it is recommended to use it in Professional Mode OFF.

Please consult the Professional installation manual for further details.

# Setting Up

## 2.1

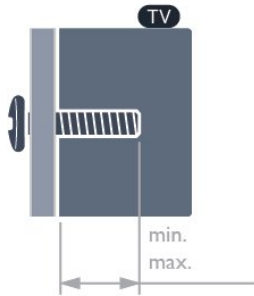
### Read Safety

Read the safety instructions first before you use the TV.

## 2.2

### Wall Mounting

Your TV is also prepared for a VESA-compliant wall mount bracket (sold separately). Use the following VESA code when purchasing the wall mount . . .



- 43HFL6214U  
VESA MIS-F 100x200, M6 (min.: 9mm, max.: 11mm)
- 50HFL6214U  
VESA MIS-F 200x300, M6 (min.: 10mm, max.:16mm)
- 58HFL6214U  
VESA MIS-F 200x300, M6 (min.: 10mm, max.: 16mm)
- 65HFL6214U  
VESA MIS-F 300x300, M6 (min.: 12mm, max.: 20mm)
- 75HFL6214U  
VESA MIS-F 300x300, M8 (min.: 12mm, max.: 25mm)

#### Preparation

Make sure that the metal screws, to mount the TV to the VESA-compliant bracket, go about 10mm deep inside the threaded bushes of the TV.

#### Caution

Wall mounting the TV requires special skills and should only be performed by qualified personnel. The TV wall mounting should meet safety standards according to the TV's weight. Also read the safety precautions before positioning the TV.

TP Vision Europe B.V. bears no responsibility for improper mounting or any mounting that results in accident or injury.

## Tips on Placement

- Position the TV where light does not shine directly on the screen.
- The ideal distance to watch TV is 3 times its diagonal screen size. When seated, your eyes should be level with the centre of the screen.

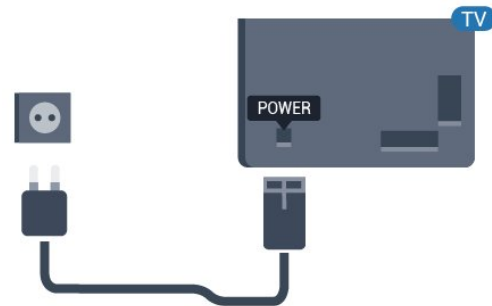
#### Note:

Please keep the TV away from dust-producing sources such as stoves. It is suggested to clean the dust regularly to avoid getting dust into the TV.

## 2.4

### Power Cable

- Insert the power cable into the **POWER** connector on the back of the TV.
- Make sure the power cable is securely inserted in the connector.
- Make sure that the power plug, in the wall socket, is accessible at all times.
- When you unplug the power cable, always pull the plug, never pull the cable.

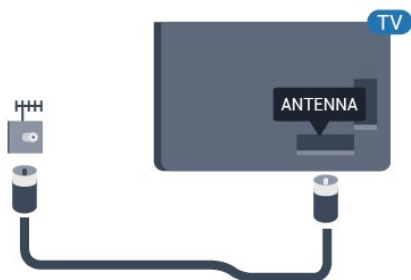


## Antenna Cable

Insert the antenna plug firmly into the **Antenna** socket at the back of the TV.

You can connect your own antenna or an antenna signal from an antenna distribution system. Use an IEC Coax 75 Ohm RF antenna connector.

Use this antenna connection for DVB-T and DVB-C input signals.



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# Switching On and Off

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## On or Standby

Make sure the TV is connected to the mains AC power. Connect the supplied power cord to the AC in connector at the back of the TV. The indicator light at the bottom of the TV lights up.

### Switch on

Press  on the remote control to switch the TV on. Alternatively, press / /  Home. You can also press the small joystick key on the back or bottom of the TV to switch the TV on in case you can't find the remote control or its batteries are empty.

### Switch to standby

To switch the TV to standby, press  on the remote control. You can also press the small joystick key on the back or bottom of the TV.

In standby mode, the TV is still connected to the mains power but consumes very little energy.

To switch off the TV completely, disconnect the power plug.

When disconnecting the power plug, always pull the power plug, never the cord. Ensure that you have full access to the power plug, power cord and outlet socket at all times.

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## Keys on TV

If you lost the remote control or its batteries are empty, you can still do some basic TV operations.


To open the basic menu...

1 - With the TV switched on, press the joystick key on the back or bottom of the TV to bring up the basic menu.

2 - Press left or right to select  Volume,  Channel or  Sources.

3 - Press up or down to adjust the volume or tune to the next or previous channel. Press up or down to go through the list of sources, including the tuner selection.

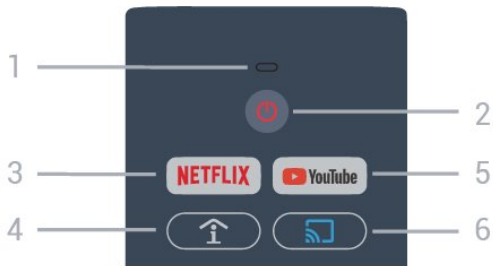
4 - The menu will disappear automatically.

To switch the TV on standby, select  and press the joystick key on the back or bottom of the TV.

# Remote Control

## Key overview

### Top



1 - Voice microphone

2 - Standby / On

To switch the TV on or back to Standby.

3 - **NETFLIX**

To open the Netflix App directly. (With the TV switched on or from standby.)

- If you have a Netflix membership subscription, you can enjoy Netflix on this TV. Your TV must be connected to the Internet.

- To open Netflix, press **NETFLIX** to open the Netflix App. You can open Netflix immediately from a TV in standby.

[www.netflix.com](http://www.netflix.com)

4 - SMART INFO (Only in Professional Mode ON)

To show information provided by the Hotel.

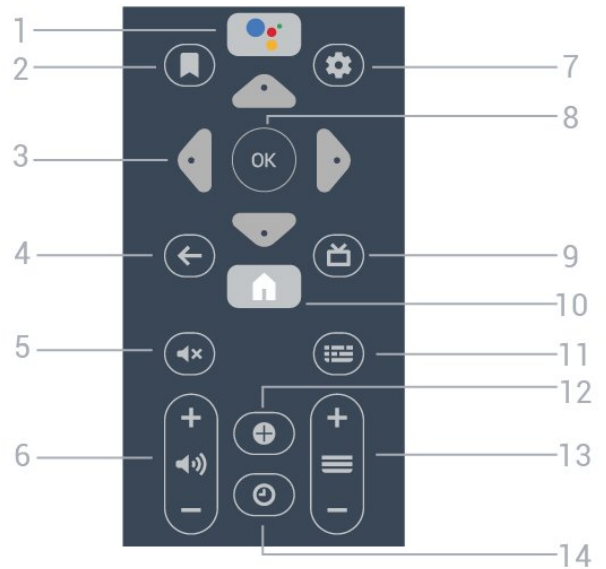
5 - Youtube

To open Youtube.

6 - Google Cast (Only in Professional Mode ON)

To mirror the content of your mobile device display on to the TV.

### Middle



1 - Google Assistant™

To launch the Google Assistant™.

2 - Watch List

For future use.

3 - Arrow / navigation keys

To navigate up , down , left or right .

4 - BACK

- To switch back to the previous channel you selected.

- To return to previous menu.

5 - Mute

To mute the sound or to restore it.

6 - Volume

To adjust the volume level.

7 - SETTINGS

To open the settings menu.

8 - OK key

To confirm a selection or setting.

9 - TV

To switch back to watching TV.

10 - Home

To open the Home menu.

11 - TV GUIDE

To open a list of the current and scheduled TV programmes of your channels.

12 - OPTIONS

To open or close the options menu.

13 - Channel

To switch to the next or previous channel in the channel list.

14 - Clock

To display the clock.

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## Bottom



1 -     color keys

Direct selection of options.

2 - Number keys

To select a TV channel directly.

3 -  Subtitle

To switch subtitles on, off or Automatic.

4 -  TalkBack

TalkBack helps visual-impaired users interact with and enjoy this TV by using spoken word to let him know of what's on screen.

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## 4.2

### IR Sensor

The TV can receive commands from a remote control that uses IR (infrared) to send commands. If you use such a remote control, always make sure you point the remote control at the infrared sensor on the front of the TV.

#### Warning

Do not put any objects in front of IR sensor of the TV, it may block the IR signal.

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## 4.3

### Cleaning

Your remote control is treated with a scratch-resistant coating.

To clean the remote control, use a soft damp cloth. Never use substances such as alcohol, chemicals or household cleaners on the remote control.



# Specifications

## 5.1

### Environmental

#### Product Information sheet

EPREL registration number

43HFL6214U/12 : 998984

50HFL6214U/12 : 936032

58HFL6214U/12 : 946894

65HFL6214U/12 : 936086

75HFL6214U/12 : 943619

#### End of Use

Disposal of your old product and batteries

Your product is designed and manufactured with high quality materials and components, which can be recycled and reused.



When this crossed-out wheeled bin symbol is attached to a product it means that the product is covered by the European Directive 2012/19/EU.



Please inform yourself about the local separate collection system for electrical and electronic products.

Please act according to your local rules and do not dispose of your old products with your normal household waste. Correct disposal of your old product helps to prevent potential negative consequences for the environment and human health.

Your product contains batteries covered by the European Directive 2006/66/EC, which cannot be disposed with normal household waste.



Please find out for yourself about the local rules on separate collection of batteries because correct disposal will help to prevent negative consequences for the environment and human health.

## 5.2

### Power

Product specifications are subject to change without notice. For more specification details of this product, see [www.philips.com/support](http://www.philips.com/support)

Power

- Mains power : AC 220–240V +/-10%
- Ambient temperature : 5°C to 35°C
- Power saving features : Eco mode, Picture mute (for radio), Auto switch-off timer, Eco settings menu.

For power consumption information, see chapter **Product Fiche**.

## 5.3

### Operating System

Android OS :

Android Pie 9

## 5.4

### Reception

- Aerial input : 75 ohm coaxial (IEC75)
- Tuner bands : Hyperband, UHF, VHF
- DVB : DVB-T/T2, DVB-C (cable) QAM
- Analogue video playback : SECAM, PAL
- Digital video playback : MPEG2 SD/HD (ISO/IEC 13818-2), MPEG4 SD/HD (ISO/IEC 14496-10), HEVC\*
- Digital audio playback (ISO/IEC 13818-3)
- Input frequency range : 45 to 866 MHz

\* Only for DVB-T2

## 5.5

### Display Type

Diagonal screen size

- 108 cm / 43 inch
- 126 cm / 50 inch
- 146 cm / 58 inch
- 164 cm / 65 inch
- 189 cm / 75 inch

Display resolution

- 3840 x 2160

## Display Input Resolution

### Video formats

Resolution — Refresh rate

- 480i - 60 Hz
- 480p - 60 Hz
- 576i - 50 Hz
- 576p - 50 Hz
- 720p - 50 Hz, 60 Hz
- 1080i - 50 Hz, 60 Hz
- 1080p - 24 Hz, 25 Hz, 30 Hz, 50 Hz, 60 Hz
- 2160p - 24 Hz, 25 Hz, 30 Hz, 50 Hz, 60 Hz

### Computer formats

Resolutions (amongst others)

- 640 x 480 - 60 Hz
- 800 x 600 - 60 Hz
- 1024 x 768 - 60 Hz
- 1280 x 800 - 60 Hz
- 1280 x 960 - 60 Hz
- 1280 x 1024 - 60 Hz
- 1366 x 768 - 60Hz
- 1440 x 900 - 60Hz
- 1600 x 1200 - 60 Hz
- 1920 x 1080 - 60 Hz
- 3840 x 2160 - 60 Hz

## Connectivity

### TV Side

- Common Interface slot: CI+/CAM
- USB 1 - USB 3.0
- Headphones - Stereo mini-jack 3.5mm
- HDMI 1 in - ARC

### TV Bottom

- Network LAN - RJ45
- HDMI 2/3 in - ARC
- Antenna (75 ohm)
- USB 2 - USB 2.0
- 8  $\Omega$  Audio out
- DATA(RJ-48)
- 12V DC out

## Sound

- Output power (RMS) : 20W
- Dolby Audio

# Connect Devices

## Connect Devices

### Connectivity Guide

Always connect a device to the TV with the highest quality connection available. Also, use good quality cables to ensure a good transfer of picture and sound.

When you connect a device, the TV recognizes its type and gives each device a correct type name. You can change the type name if you wish. If a correct type name for a device is set, the TV automatically switches to the ideal TV settings when you switch to this device in the Sources menu.

### Antenna port

If you have a Set-top box (a digital receiver) or Recorder, connect the antenna cables to run the antenna signal through the Set-top box and/or Recorder first before it enters the TV. In this way, the antenna and the Set-top box can send possible additional channels to the Recorder to record.

### HDMI ports

#### HDMI Quality

An HDMI connection has the best picture and sound quality. One HDMI cable combines video and audio signals. Use an HDMI cable for TV signal.

For best signal quality transfer, use a High speed HDMI cable and do not use an HDMI cable longer than 5 m.



### Copy protection

HDMI cables support HDCP (High-bandwidth Digital Content Protection). HDCP is a copy protection signal that prevents copying content from a DVD disc or Blu-ray Disc. Also referred to as DRM (Digital Rights Management).

### HDMI ARC

All of the HDMI connections on the TV have HDMI ARC (Audio Return Channel).

If the device, typically a Home Theatre System (HTS), also has the HDMI ARC connection, connect it to any of the HDMI connections on this TV. With the HDMI ARC connection, you do not need to connect the extra audio cable that sends the sound of the TV picture to the HTS. The HDMI ARC connection combines both signals.

You can use any HDMI connection on this TV to connect the HTS but ARC is only available for 1 device/connection at a time.



### HDMI CEC - EasyLink

An HDMI connection has the best picture and sound quality. One HDMI cable combines video and audio signals. Use an HDMI cable for High Definition (HD) TV signals. For best signal quality transfer, use a High speed HDMI cable and do not use an HDMI cable longer than 5 m.

Connect HDMI CEC-compatible devices to your TV, you can operate them with the TV remote control.

EasyLink HDMI CEC must be switched on on the TV and the connected device.



## Note:





- EasyLink might not work with devices from other brands.
- The HDMI CEC functionality has different names on different brands. Some examples are: Anynet, Aquos Link, Bravia Theatre Sync, Kuro Link, Simplink and Viera Link. Not all brands are fully compatible with EasyLink. Example HDMI CEC branding names are property of their respective owners.

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## EasyLink On or Off

You can switch EasyLink on or off. The TV comes with the EasyLink settings switched on.

To switch off EasyLink completely...

Professional Mode OFF – Press / /  Home. Press , select **Settings** and press **OK**.

Select **Sources** > **EasyLink**, and press **OK**.

Select **EasyLink**, and press **OK**.

Select **Off** and press **OK**.

Press  **BACK**, repeatedly if necessary, to close the menu.





Professional Mode ON – Please refer to the installation manual.

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## EasyLink Remote Control

If you want devices to communicate but you don't want to operate them with the TV remote control, you can switch off EasyLink Remote Control separately.

To switch EasyLink Remote Control on or off...

Professional Mode OFF – Press / /  Home. Press , select **Settings** and press **OK**.

Select **Sources** > **EasyLink**, and press **OK**.

Select **EasyLink Remote Control** and press **OK**.

Select **On** or **Off** and press **OK**.

Press  **BACK**, repeatedly if necessary, to close the menu.

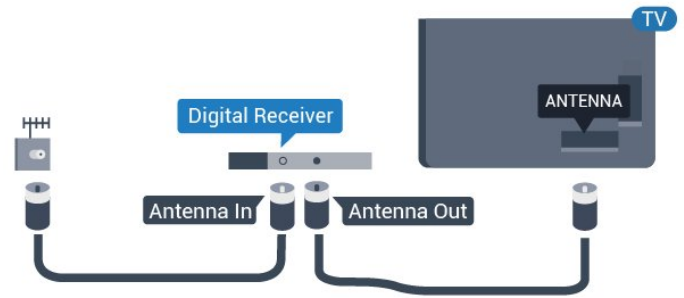
Professional Mode ON – Please refer to the installation manual.

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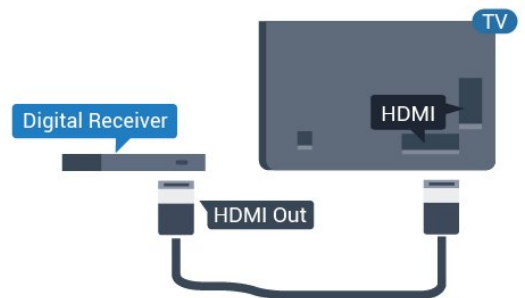
## 6.2

# Receiver – Set-Top Box

Use 2 antenna cables to connect the antenna to the Set-top box (a digital receiver) and the TV.



Next to the antenna connections, add an HDMI cable to connect the Set-top box to the TV.



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## 6.3

# Home Theatre System – HTS

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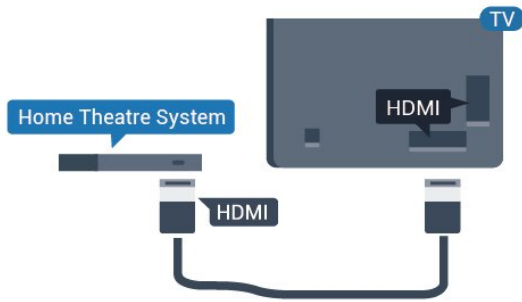
## Connect with HDMI ARC

Use an HDMI cable to connect a Home Theatre System (HTS) to the TV. You can connect a Philips Soundbar or an HTS with a built-in disc player.

### HDMI ARC

If your Home Theatre System has an HDMI ARC connection, you can use any HDMI connection on the TV to connect. With HDMI ARC, you do not need to connect the extra audio cable. The HDMI ARC connection combines both signals.

All HDMI connections on the TV can offer the Audio Return Channel (ARC) signal. But once you have connected the Home Theatre System, the TV can only send the ARC signal to this HDMI connection.



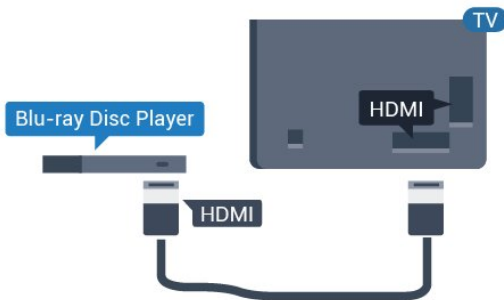
### Audio to video synchronisation (sync)

If the sound does not match the video on screen, you can set a delay on most Home Theatre Systems with a disc player to match the sound with the video.

6.4

## Blu-ray Disc Player


Use a High speed HDMI cable to connect the Blu-ray Disc player to the TV.

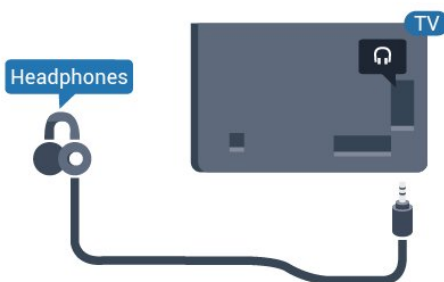


If the Blu-ray Disc player has EasyLink HDMI CEC, you can operate the player with the TV remote control.

6.5

## Headphones

You can connect a set of headphones to the  connection on the back of the TV. The connection is a mini-jack 3.5mm. You can adjust the volume of the headphones separately.

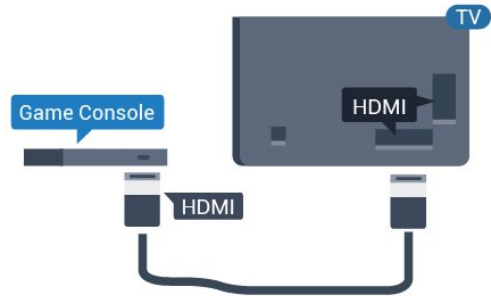


6.6

## Game Console

### HDMI

For best quality, connect the game console with a High speed HDMI cable to the TV.



6.7

## USB Flash Drive

You can view photos or play your music and videos from a connected USB flash drive.





Insert a USB flash drive in one of the USB connections on the TV while the TV is switched on.











The TV detects the flash drive and opens a list showing its content.

If the contents list does not appear automatically...

Professional Mode

OFF – Press  /  /  Home, select  Apps, select  Sources. Choose USB press  OK.

Professional Mode On – Press  /  /  Home, select  TV Channels , select  SOURCES . Choose  USB and press  OK.

To stop watching the USB flash drive content, press  or select another activity.

To disconnect the USB flash drive, you can pull out the flash drive anytime.

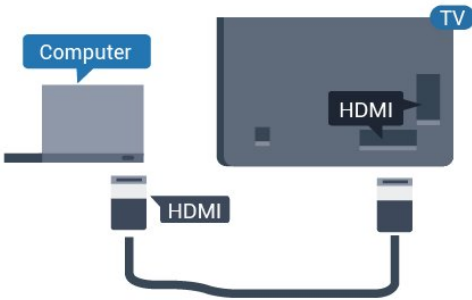
# Computer

## Connect

You can connect your computer to the TV and use the TV as a PC monitor.

### With HDMI

Use an HDMI cable to connect the computer to the TV.



## Ideal Setting

If you connect a computer, we advise you to give the connection, on which the computer is connected, the correct device type name in the Source menu. If you switch to **Computer** in the Source menu, the TV is set to the ideal Computer setting automatically.

To set the TV to the ideal setting...

Professional Mode OFF – Press Home. Press (down), select **Settings** and press **OK**.

Select **Picture** and press (right) to enter the menu. Select **Picture Style > Computer** and press **OK**.

Select **On** or **Off**, and press **OK**.

Press repeatedly if necessary, to close the menu.

### Professional Mode

ON – Press Home >

**More > Settings > Picture.** Press **OK**.

Select **Picture Style > Computer** and press **OK**.

Select **On** or **Off**, and press **OK**.

Press repeatedly if necessary, to close the menu.

(For professional mode information, please refer to Installation manual)

# Videos, Photos and Music

## 7.1

### From a USB Connection

You can view your photos or play your music and videos from a connected USB flash drive or USB Hard Drive.

With the TV switched on, plug in a USB flash drive or a USB Hard Drive to one of the USB connections. The TV detects the device and will list your media files.

If the list of files does not appear automatically...

- 1 - Press **≡ CHANNELS**, select **▶ Sources**.
- 2 - Select **Media Browser** and press **OK**.
- 3 - You can browse your files in the folder structure you have organised on the drive.
- 4 - To stop playing videos, photos and music, press **TV**.

## 7.2

### Play your Videos

#### Play Videos

##### Open video folder

- 1 - Press **≡ CHANNELS**, select **▶ Sources**.
- 2 - Select **Media Browser**, select **Videos** and press **OK**.

To go back to the folder, press **←**

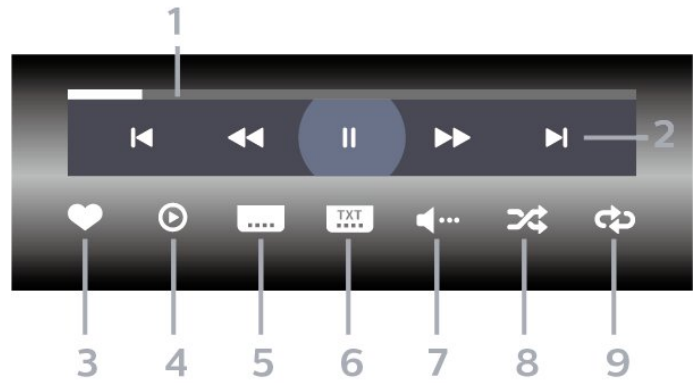
##### Play a video

- 1 - Press **≡ CHANNELS**, select **▶ Sources**.
- 2 - Select **Media Browser**, select **Videos** and press **OK**.
- 3 - Select one of video, you can press **▶ Play** all to play all files in the folder or press **♥ Mark as favourite** to add the selected video to favourite menu - **♥ Favourites**.

To pause the video, press **OK**. Press **OK** again to continue.

##### Control bar

To show or hide the control bar when a video is playing, press **OK**.



- 1 - Progress bar
- 2 - Playback control bar
  - **◀**: Jump to the previous video in a folder
  - **▶**: Jump to the next video in a folder
  - **◀◀**: Rewind
  - **▶▶**: Fast forward
  - **||**: Pause the playback

- 3 - Mark as favourites
- 4 - Play all videos
- 5 - Subtitle: switch subtitles On, Off or On During Mute.
- 6 - Subtitle language: select a Subtitle Language (Not available for Professional Mode ON.)
- 7 - Audio language: select an audio language
- 8 - Shuffle: play your files in a random order
- 9 - Repeat: plays all videos in this folder once or continuously

## 7.3

### View your Photos

#### View Photos

##### Open photo folder

- 1 - Press **≡ CHANNELS**, select **▶ Sources**.
- 2 - Select **Media Browser**, select **Photos** and press **OK**.

##### View a photo

- 1 - Press **≡ CHANNELS**, select **▶ Sources**.
- 2 - Select **Media Browser**, select **Photos** and press **OK**.
- 3 - Select **Photos** and select one of photos, you can press **▶ Slide show** to play all files in the folder or press **♥ Mark favourite** to add the selected photo to favourite menu - **♥ Favourites**.

## Play your Music

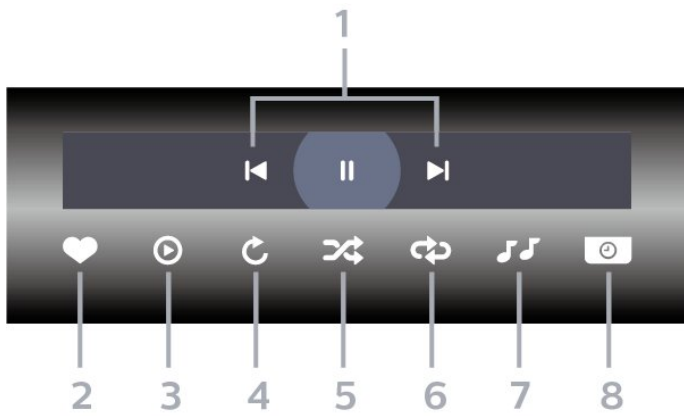
### Play Music

#### Open Music folder

- 1 - Press CHANNELS, select Sources.
- 2 - Select Media Browser, select Music and press OK.

#### Play music

- 1 - Press CHANNELS, select Sources.
- 2 - Select Media Browser, select Music and press OK.
- 3 - You can press Mark favourite to add the music folder to favourite menu - Favourites.
- 4 - You can quickly find a music using classification - Genres, Artists, Albums, Tracks.



#### 1 - Playback control bar

- : Jump to the previous photo in a folder
- : Jump to the next photo in a folder
- : Pause the slideshow playback

#### 2 - Mark as favourites

#### 3 - Start a slideshow

#### 4 - Rotate the photo

#### 5 - Shuffle: play your files in a random order

#### 6 - Repeat: plays all photos in this folder once or continuously

#### 7 - Stop the music playing in the background (Not available in Professional Mode ON)

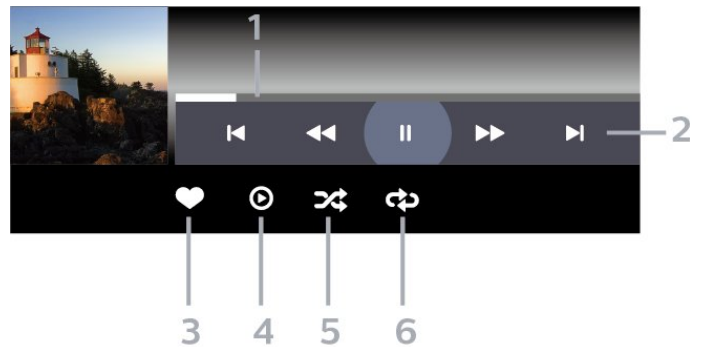
#### 8 - Set the speed of the slide show

## Photo Options

During the video playback, press OPTIONS, select Info and press OK to...

- Mark as favourites
- Start a slideshow
- Rotate the photo
- Shuffle: play your files in a random order
- Repeat: plays all photos in this folder once or continuously
- Stop the music playing in the background (Not available in Professional Mode ON)
- Set the speed of the slide show

#### Control bar



#### 1 - Progress bar

#### 2 - Playback control bar

- : Jump to the previous music in a folder
- : Jump to the next music in a folder
- : Rewind
- : Fast forward
- : Pause the playback

#### 3 - Mark as favourites

#### 4 - Play all music

#### 5 - Shuffle: play your files in a random order

#### 6 - Repeat: plays all music in this folder once or continuously

## Music Options

During playing the music, press OPTIONS, select Info and press OK to...

- Mark as favourites
- Play all music
- Shuffle: play your files in a random order
- Repeat: plays all music in this folder once or continuously



# TV Guide

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## Using the TV Guide

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### Open the TV Guide

To open the TV Guide, press  TV GUIDE. The TV Guide shows the channels of the selected tuner.

Press  TV GUIDE again to close.

The first time you open the TV Guide, the TV scans all TV channels for programme information. This may take several minutes. TV Guide data is stored on TV.

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# Games

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## 9.1

### Play a Game

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#### From a Game Console


To start a game from a Game Console...


Switch on the Game Console.

Professional Mode OFF – Press // Home, select  Apps. Choose Sources and press OK.



Start the game.


Press  BACK repeatedly or press  EXIT or stop the app with its dedicated exit/stop button.

For more information on connecting a Game Console, in [Help](#), press the colour key  Keywords and look up [Game Console, connect](#).

Professional Mode ON – Press  SOURCES and select a game console or the name of the connection.

Start the game.





Press  BACK repeatedly or press  EXIT or stop the app with its dedicated exit/stop button.

For more information on connecting a Game Console, in [Help](#), press the colour key  Keywords and look up [Game Console, connect](#).

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#### By Apps

To start a game from a Game Apps...

Professional Mode Off – Press // Home, select  Apps and then select Google Play Games.

Sign in your Google account and start a game.

Press  BACK repeatedly or press  EXIT or stop the app with its dedicated exit/stop button.

Professional Mode ON – Press // Home. Select  Games.

Sign in your Google account and start a game.







Press  BACK repeatedly or press  EXIT or stop the app with its dedicated exit/stop button.

# Professional Menu App






## About the Professional Menu App

From the Professional Menu App, you can start any activity you can do with the TV.

The left part of the Professional Menu App is organised in rows...

- Recommended 
- TV Channels 
- Cast 
- Apps 
- Games 
- More 




The upper right part of the Professional Menu App is organised in rows...

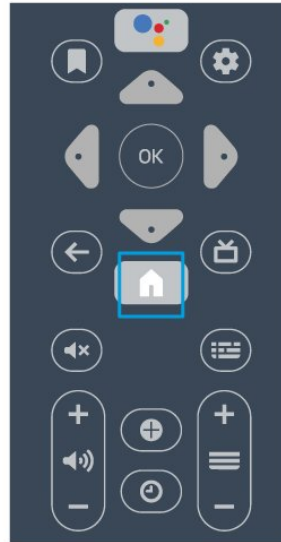
- Manage Account
- Messages  (This in an optional function depends on Hotel's internal settings.)
- Bill  (This in an optional function depends on Hotel's internal settings.)
- Set Alarm 
- Weather 
- Menu Language 
- Current Time

## Open the Professional Menu App

Professional Mode OFF - Please refer to Chapter "Android TV Home Screen".

Professional Mode ON - To open the Professional Menu App and open an item...




- 1 - Open the Professional Menu App by pressing Home  /  .
- 2 - Select an activity by using the arrow keys and press **OK** to start the activity.
- 3 - To close the Professional Menu App without changing the current activity, press **←**.



When opening the Professional Menu App, the background application/content playback will stop. You have to select the application or content from the Professional Menu App to resume.

## Recommended

To open the Professional Menu App and open Recommended...

- 1 - Open the Professional Menu App.
- 2 - Select **Recommended**  and press **OK** to open or start it.
- 3 - Select  Recommended TV Channels. Choose a channel from the list and press OK.
- 4 - Select  Apps. Choose an App from the list and press OK.

## Google Cast

### What You Need

If an app on your mobile device has Google Cast, you can cast your app on this TV. On the mobile app, look for the Google Cast icon. You can use your mobile device to control what's on TV. Google Cast works on Android and iOS.

Your mobile device must be connected to the same Wi-Fi home network as your TV.

### Apps with Google Cast

New Google Cast apps come available every day. You can already try it with YouTube, Chrome, Netflix, Photowall ... or Big Web Quiz for

Chromecast. See also [google.com/cast](http://google.com/cast)

Some Google Play products and features aren't available in all countries.


Find more information on [support.google.com/androidtv](http://support.google.com/androidtv)

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## Cast to Your TV

To cast an app to the TV screen...

To open the Professional Menu App and open Cast...



- 1 - Open the Professional Menu App.
- 2 - Select **Cast**  and press **OK** to open or start it.
- 3 - Connect Smart Phone to TV by using Wi-Fi Direct (Scan the QR code or use the WiFi SSID and the password). Open an app which supports Google Cast.
- 4 - Tab the Google Cast icon.
- 5 - Select the TV you would like to cast to.
- 6 - Press play on your smartphone or tablet. What you selected should start playing on TV.

---

10.5

## Games

To open the Professional Menu App and open Games...






- 1 - Press  Home to open the Professional Menu App.
- 2 - Select **Games**  and press **OK**.

### Ideal game setting

For some games, where speed and precision is needed, set the TV to the ideal **Game** setting before you start playing.

If your game console is added as a **Game** type of device in the Sources menu (list of connections), the TV is set to the ideal Game setting automatically. If the type of your game console is set as **Player** and used as a disc player most of the time, leave the device type set to **Player**.

To set the TV to the ideal setting manually . . .



- 1 - Select  Home >  More >  Settings >  Picture > Picture style.
- 2 - Select **Game** and press **OK**.
- 3 - Press , repeatedly if necessary, to close the menu. Remember to set the Game or computer setting back to Off when you stop playing the game.






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10.6

## More




To open the Professional Menu App and open More...

- 1 - Open the Professional Menu App.
- 2 - Select  More and press **OK** to open or start it.
- 3 - Select  Settings.

- **Picture**  :  
Switch between the preset picture styles. There are ideal styles for watching movies or photos, etc.
  - **Sound**  :  
Switch between the preset sound styles. There are ideal styles for watching movies, listening to music or playing a game.
  - **Picture Format**  :  
Select a picture format that fits the screen.
  - **Menu Language**  :  
Select your language and press OK.
- 4 - Select  Features, and press OK.

- **Set alarm**  :  
An alarm can be set on the TV. The TV can wakeup on a defined alarm time. Alternatively, alarm time can be set by pressing the  button on the remote control.
- **Sleep Timer**  :  
With the slider bar you can set the time to up to 180 minutes in increments of 5 minutes. If set to 0 minutes, the sleep timer is switched off. You can always switch off your TV earlier or reset the time during the countdown.
- **Weather**  :  
Display the observed temperature, it contains 5 days of weather forecast for the current location. Alternatively, alarm time can be set by pressing the  button on the remote control.
- **TV Guide** :  
Set the TV to receive TV Guide data from the broadcaster or from the Internet.
- **TalkBack**  :  
Talkback helps visual-impaired users interact with and enjoy this TV by using spoken word to let him know of what's on screen.

- 5 - Select **Personal**  and press OK.

- **Bill**  : It allows the hotel guest to view his/her hotel bill during his/her stay. (Only in Professional Mode ON.)
- **Messages**  :  
Guests shall be notified when new messages from Hotel are received on the TV. (Only in Professional Mode ON.)
- **Message Display**  :  
Change the way Message notifications will be shown. (Only in Professional Mode ON.)

### · Manage Account :

While signing in to Google account by using phone or laptop, make sure that the phone or laptop is connected to the same network as the TV, then enter the code shown on TV to complete sign in process. Guest can also use Google account email address and password to sign in.

### · Clear History :

Clear personal credentials from all applications (Also cleared automatically upon check-out, only in Professional Mode ON.)

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10.7

## Professional Settings


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### Picture Style

Select a style

Press // Home >  More >  Settings >  Picture > Picture style.

For easy picture adjustment, you can select a preset picture style.

- Personal - The picture preferences you set during the first start up.
- Vivid - Ideal for daylight viewing
- Natural - Natural picture settings
-  Standard - Most energy conscious setting - Factory setting
- Movie - Ideal for watching movies
- Game - Ideal for playing games
- Computer - Ideal for connecting to computer







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### Picture Format

Select picture format

If the picture is not filling the whole screen, if black bars are showing on the top or bottom or at both sides, you can adjust the picture to fill the screen completely.

To select one of the basic settings to fill the screen...

Press // Home >  More >  Settings >  Picture format.







The following format can be available according the picture on screen.

- Wide screen
- Fill screen
- Fit to Screen
- Unscaled

---

## Sound Style

Select a style

Press // Home >  More >  Settings >  Sound > Sound style.







For easy sound adjustment, you can select a preset setting with sound style.

- Personal - Your personal choices made in Personalise picture and sound
- Original - Most neutral sound setting
- Movie - Ideal for watching movies
- Music - Ideal for listening to music
- Game - Ideal for gaming
- News - Ideal for speech

---

## Language

Change the language of the TV menu and messages

Press // Home >  More >  Settings >  Menu Language.

Select your language and press OK.

---

## Eco Settings

Set screen off to save energy consumption



Press // Home >  More >  Features >  Sleep Timer > Screen Off.

If you only listen to music on TV, you can switch off the TV screen.

Only the TV screen will switch off. To switch the screen back on, press any key on the remote control.

Set TV switch off timer

Press // Home >  More >  Features >  Sleep Timer > Sleep Timer.

Press the arrows  (up) or  (down) to adjust the value. The value 0 (Off) deactivates the automatic switch off.

Select Switch off timer, the TV switches off automatically to save energy.

\* TV switches off if receiving a TV signal but you don't press a key on the remote control during a 4 hour period.

\* TV switches off if not receiving a TV signal nor a remote control command for 10 minutes.

\* If you use the TV as a monitor or use a digital receiver to watch TV (a Set-Top Box - STB) and you

do not use the remote control of the TV, you should deactivate this automatic switch off, to set the value to 0.

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10.8

## Google Account

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### Sign In

To enjoy the full capabilities of your Philips Android TV, you can sign in to Google with your Google Account.

By signing in you'll be able to play your favourite games across phone, tablet and TV. You'll also get customised video and music recommendations on your TV home screen as well as access to YouTube, Google Play and other apps.

Use your existing **Google Account** to sign in to Google on your TV. A Google Account consists of an email address and a password. If you don't have an Google Account yet, use your computer or tablet to create one (accounts.google.com). If you did not sign in during the first TV installation, you can always sign in later.

### Sign In

Press / /  > Open the Professional Menu App screen.

Choose the Manage Account at the upper right part of the Professional Menu App screen and press **OK**. With the on-screen keyboard, enter your email address and password, press the same **OK** key to sign in.

# Android TV Home Screen

## 11.1

### About the Android TV Home Screen

To enjoy the benefits of your Android TV, connect the TV to the Internet.

Like on your Android smartphone or tablet, the Home screen is the centre of your TV. From the Home screen you can decide what to watch by browsing entertainment options from app and live TV. Your Home has channels to let you discover great contents from your favourite apps. You can also add additional channels or find new apps to get more contents.

## 11.2

### Open the Android TV Home Screen

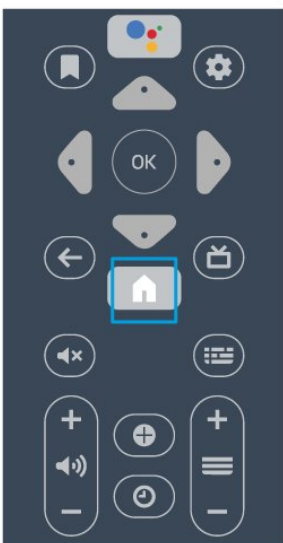
Professional Mode ON - please refer to the installation manual.

Professional Mode OFF - To open the Android TV Home Screen and open an item...

1 - Press Menu and navigate to 'Philips Collection', then press OK.

2 - Select an activity using the arrow keys and press **OK** to start the activity.

3 - To close the Home menu without changing the current activity, press **←**.



When opening the Android TV Home screen, the background application/content playback will stop. You have to select the application or content from the Android TV Home screen to resume.

## 11.3

### Android TV Settings

#### Picture

##### Picture Settings

##### Picture Style

##### Select a style

Press **⏠/⏠/🏠** > **⚙️ Settings** > **Picture** > **Picture style**.

For easy picture adjustment, you can select a preset picture style.

- Personal - The picture preferences you set during the first start up.
- Vivid - Ideal for daylight viewing
- Natural - Natural picture settings
- **🍃 Standard** - Most energy conscious setting - Factory setting
- Movie - Ideal for watching movies
- Game - Ideal for playing games
- Computer - Ideal for connecting to computer

#### Colour, Contrast, Sharpness, Brightness

##### Adjust the picture colour

Press **⏠/⏠/🏠 Home** > **⚙️ Settings** > **Picture** > **Colour**.

Press the arrows **▲** (up) or **▼** (down) to adjust the colour saturation value of the picture.

##### Adjust the picture contrast

Press **⏠/⏠/🏠 Home** > **⚙️ Settings** > **Picture** > **Contrast**. Press the arrows **▲** (up) or **▼** (down) to adjust the contrast value of the picture.

You can decrease contrast value to reduce power consumption.

##### Adjust the picture sharpness

Press **⏠/⏠/🏠 Home** > **⚙️ Settings** > **Picture** > **Sharpness**.

Press the arrows **▲** (up) or **▼** (down) to adjust the sharpness value of the picture.

---

## Adjust brightness

Press / / Home > Settings

> Picture > Brightness.

Press the arrows (up) or (down) to set the level of brightness of the picture signal.

**Note:** Setting of brightness much away from reference value (50) may result lower contrast.

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## Advanced Picture Settings

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### Colour Settings

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#### Advanced Colour Settings

##### Adjust the colour enhancement

Press / / Home > Settings > Picture > Advanced > Colour > Colour Enhancement.

Select **Maximum**, **Medium**, or **Minimum** to set the level of the colour intensity and the details in bright colours.

##### Select the preset colour temperature

Press / / Home > Settings > Picture > Advanced > Colour > Colour Temperature.

Select **Normal**, **Warm**, or **Cool** to set the colour temperature for your preference.

##### Customise colour temperature

Press / / Home > Settings > Picture > Advanced > Colour > Custom Colour temperature.

Select **Custom** in Colour temperature menu to customise a colour temperature yourself. Press the arrows (up) or (down) to adjust the value. WP is white point and BL is black level. You can also select one of the presets in this menu.

---

## Advanced Contrast Settings

---

### Contrast Modes

Press / / Home > Settings > Picture > Advanced > Contrast > Contrast mode.

Select **Normal**, **Optimized for picture**, or **Optimized for energy savings** to set the TV automatically reduces the contrast, for best power consumption or for best picture experience, or select **Off** to switch off the adjustment.

---

---

## Dynamic Contrast

Press / / Home > Settings > Picture > Advanced > Contrast > Dynamic contrast.

Select **Maximum**, **Medium**, or **Minimum** to set the level at which the TV automatically enhances the details in the dark, middle and light areas of the picture.

---

## Video Contrast, Gamma

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### Video contrast

Press / / Home > Settings > Picture > Advanced > Contrast > Video contrast.

Press the arrows (up) or (down) to adjust the video contrast level.

### Gamma

Press / / Home > Settings > Picture > Advanced > Contrast > Gamma.

Press the arrows (up) or (down) to set a non-linear setting for picture luminance and contrast.

---

## Advanced Sharpness Settings

---

### Ultra Resolution

Press / / Home > Settings > Picture > Advanced > Sharpness > Ultra Resolution.

Select **On** to have a superior sharpness in line edges and details.

---

## Picture Clean

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### Noise reduction

Press / / Home > Settings > Picture > Advanced > Picture clean > Noise reduction.

Select **Maximum**, **Medium**, or **Minimum** to set the level for removing the noise in video content. Noise is mostly visible as small moving dots in on-screen picture.

---



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## MPEG Artefact Reduction

Press Home > Settings > Picture > Advanced > Picture clean > MPEG Artefact Reduction.

Select Maximum, Medium, or Minimum to have different degrees of smoothing the artefacts in digital video content.

MPEG artefacts are mostly visible as small blocks or jagged edges in on-screen images.

---

## Picture Format

If the picture is not filling the whole screen, if black bars are showing on the top or bottom or at both sides, you can adjust the picture to fill the screen completely.

To select one of the basic settings to fill the screen...

- 1 - While watching a TV channel, press Home > Settings > Picture > Picture Format.
- 2 - Select a format from the list and press **OK**.
- 3 - Press **← BACK**, repeatedly if necessary, to close the menu.

The following format can be available according to the picture on screen . . .

- Wide screen
- Fill screen
- Fit to Screen
- Unscaled

---

## Sound

### Sound Style

Select a style

Press Home > Settings > Sound > Sound style.

For easy sound adjustment, you can select a preset setting with sound style.

- Personal - Your personal choices made in Personalise picture and sound
- Original - Most neutral sound setting
- Movie - Ideal for watching movies
- Music - Ideal for listening to music
- Game - Ideal for gaming
- News - Ideal for speech

---

### Sound Management

Select a device.

Press Home > Settings > Sound > Sound Management.  
Configure the audio output devices.

- TV Speakers - Set the TV to play the sound on TV or on the connected audio system.
- Headphone/Bathroom speakers - On/Off.
- Headphone/Bathroom Spk Fixed Vol - When enabled, the volume level of the Headphone/Bathroom speaker will be fixed to the Switch on Settings.
- Headphone Detection - On/Off.

---

### TV placement

Press Home > Settings > Sound > TV Placement.

Select On a TV stand or On the wall to have best sound reproduction according to the setting.

---

## Eco Settings

### Sleep Timer

Press Home > Settings > Eco Settings > Sleep Timer.

Set the TV to switch to standby automatically after a preset time. To disable this feature, please set time to zero.

Press the arrows (up) or (down) to adjust the value. The value 0 (Off) deactivates the automatic switch off.

Select Switch off timer, the TV switches off automatically to save energy.

\* TV switches off if receiving a TV signal but you don't press a key on the remote control during a 4 hour period.

\* TV switches off if not receiving a TV signal nor a remote control command for 10 minutes.

\* If you use the TV as a monitor or use a digital receiver to watch TV (a Set-Top Box - STB) and you do not use the remote control of the TV, you should deactivate this automatic switch off, to set the value to 0.

---

### Screen Off

Press Home > Settings > Eco Settings > Screen Off.

If you only listen to music on TV, you can switch off the TV screen.

Only the TV screen will switch off. To switch the screen back on, press any key on the remote control.

## Connect your Android TV

### Google Account

#### Sign In

To enjoy the full capabilities of your Philips Android TV, you can sign in to Google with your Google Account.

By signing in you'll be able to play your favourite games across phone, tablet and TV. You'll also get customised video and music recommendations on your TV home screen as well as access to YouTube, Google Play and other apps.

Use your existing **Google Account** to sign in to Google on your TV. A Google Account consists of an email address and a password. If you don't have an Google Account yet, use your computer or tablet to create one ([accounts.google.com](https://accounts.google.com)). To play games with Google Play, you need a Google+ profile. If you did not sign in during the first TV installation, you can always sign in later.

#### Sign In

Press Home > Apps > Google Play.

With the on-screen keyboard, enter your email address and password, press the same **OK** key to sign in.

### Android Settings

You can set or view several Android specific settings or information. You can find the list of apps installed on your TV and the storage space they need. You can set the language you like to use with Voice Search. You can configure the onscreen keyboard or allow apps to use your location. Explore the different Android settings. You can go to [www.support.google.com/androidtv](https://www.support.google.com/androidtv) for more information on these settings.

#### To open these settings

Press Home > Settings > Settings > Android Settings.

## Channels

### Channel Lists

#### About Channel Lists

After a channel installation, all channels appear on the channel list. Channels are shown with their name and logo if this information is available.

With a channel list selected, press the arrows (up) or (down) to select a channel, then press **OK** to watch the selected channel. You only tune to the channels in that list when using + or - keys.

#### Radio stations

If digital broadcasting is available, digital radio stations are installed during installation. Switch to a radio channel just like you switch to a TV channel.

### Open a Channel List

To open the current channel list...

1. Press , to switch to TV.
2. Press to open the current channel list.
3. Press again to close the channel list.

## Watching channels

### Tune to a Channel

To start watching TV channels, press . The TV tunes to the channel you last watched.

#### Switch channels

- To switch channels, press + or -.

#### Previous channel

- To switch back to the previously tuned channel, press **BACK**.

#### Channel list

While watching a TV channel, press to open the channel lists.

# Channel Installation

## Install Channels

### Antenna/Cable Installation

#### Search for Channels

You can reinstall all channels and leave all other TV settings untouched.

If a PIN code is set, you will need to enter this code before you can reinstall channels.

To Search for Channels...

- 1 - Press Home > Settings > Install channels and press **OK**.
- 2 - Select **RF Channel Installation** and press **OK**.
- 3 - Enter your PIN code if necessary.  
Select **Search for Channels** and press **OK**.  
Select **Start** and press **OK**.  
Select the country where you are now and press **OK**.  
Select **Start** and press **OK**.  
Select the type of installation you want, **Antenna (DVB-T)** or **Cable (DVB-C)** and press **OK**.  
Select **Next** and press **OK**.  
Select the type of channels you want, **Digital and Analogue Channels** or **Only Digital Channels** and press **OK**.  
Select **Next** and press **OK**.  
Select **Start** and press **OK** to update the digital channels. This can take a few minutes.  
Press **◀** (left) to go back one step or press **← BACK** to close the menu.

### Automatic Channel Update

If you receive digital channels, you can set the TV to automatically update these channels.

Once a day, at 6 AM, the TV updates the channels and stores new channels. New channels are stored in the Channels List and are marked with a **★**. Channels without a signal are removed. The TV must be in standby to automatically update channels. You can switch off Automatic Channel Update.

To switch off the automatic update...

- 1 - Press Home > Settings > Install channels and press **OK**.
- 2 - Select **RF Channel Installation** and press **OK**.
- 3 - Enter your PIN code if necessary.
- 4 - Select **Automatic Channel Update** and press **OK**.
- 5 - Select **Off** and press **OK**.
- 6 - Press **◀** (left) to go back one step or press **← BACK** to close the menu.

### Channel Update Message

When new channels are found or if channels are updated or removed, a message is shown at TV start up. To avoid this message to appear after every channel update, you can switch it off.

To switch off the message...

- 1 - Press Home > Settings > Install channels and press **OK**.
- 2 - Select **RF Channel Installation** and press **OK**.
- 3 - Enter your PIN code if necessary.
- 4 - Select **Automatic Channel Update** and press **OK**.
- 5 - Select **Off** and press **OK**.
- 6 - Press **◀** (left) to go back one step or press **← BACK** to close the menu.

In certain countries, the Automatic channel update is done while watching TV or on any moment when the TV is in standby.

### Digital: Manual Installation

Digital TV channels can be manually installed, channel by channel.

To install digital channels manually...

- 1 - Press Home > Settings > Install channels and press **OK**.
- 2 - Select **RF Channel Installation** and press **OK**.
- 3 - Select **Digital: Manual Installation** and press **OK**.
- 4 - Select **Search** and press **OK**. You can enter a frequency yourself to find a channel or let the TV search for a channel. Press **▶** (right) to select **Search** and press **OK** to search for a channel automatically. The found channel is shown on screen and if the reception is poor, press **Search** again. If you want to store the channel, select **Done** and press **OK**.

### Analogue: Manual Installation

Analogue TV channels can be manually installed, channel by channel.

To install analogue channels manually...

- 1 - Press Home > Settings > Install channels and press **OK**.
- 2 - Select **RF Channel Installation** and press **OK**.
- 3 - Select **Analogue: Manual Installation** and press **OK**.

#### • System

To set up the TV system, select **System**. Select your country or the part of the world where you are now and press **OK**.

#### • Search Channel

To find a channel, select **Search Channel** and press **OK**. You can enter a frequency yourself to find a channel or let the TV search for a channel. Press **➤** (right) to select **Search** and press **OK** to search for a channel automatically. The found channel is shown on screen and if the reception is poor, press **Search** again. If you want to store the channel, select **Done** and press **OK**.

- **Store**

You can store the channel on the current channel number or as a new channel number.

Select **Store Current Channel** or **Store as New Channel** and press **OK**. The new channel number is shown briefly.

You can redo these steps until you have found all available analogue TV channels.

---

11.7

## Internet










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### Start Internet

You can browse the Internet on your TV. You can view any Internet website but most of them are not prepared for a TV screen.

- Some plug-ins (e.g. to view pages or videos) are not available on your TV.
- You cannot send or download files.
- Internet pages are shown one page at a time and full screen.

To start the Internet browser...


- 1 - Press  /  /  **HOME**.
- 2 - Scroll down and select  **Apps** >  **Internet** and press **OK**.
- 3 - Enter an Internet address and select , press **OK**.
- 4 - To close Internet, press  /  **HOME** or .

---

### Options on Internet

Some extras are available for the Internet.

To open the extras...

- 1 - With the website open, press  **OPTIONS**.
  - 2 - Select one of the items and press **OK**.
- Add to speed dial: To enter a new Internet address.
  - Add to bookmarks: Add the page as bookmark
  - Page security: To view the security level of the current page.
  - New private tab: Open new private tab, and have private browsing
  - Settings: Settings for Zoom, Text size, Accessibility mode, Always show menu bar, and clear (browsing) history

- Help: Internet browser information
- Exit Internet browser: Close Internet browser

---

11.8

## Smartphones and Tablets

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### Philips TV Remote App

The new **Philips TV Remote App** on your smartphone or tablet is your new TV buddy.

With the TV Remote App, you master your media around you. Send photos, music or videos to your big TV screen. Look up what you want to watch on the TV Guide and watch it on your TV. With the TV Remote App you can use your phone as a remote control, TV can be switched on or off via your phone.

Download the Philips TV Remote App from your favourite app store today.

The Philips TV Remote App is available for iOS and Android and is free of charge.

---

### Google Cast

#### What You Need

If an app on your mobile device has Google Cast, you can cast your app on this TV. On the mobile app, look for the Google Cast icon. You can use your mobile device to control what's on TV. Google Cast works on Android and iOS.

Your mobile device must be connected to the same Wi-Fi home network as your TV.

#### Apps with Google Cast

New Google Cast apps come available every day. You can already try it with YouTube, Chrome, Netflix, Photowall ... or Big Web Quiz for Chromecast. See also [google.com/cast](http://google.com/cast)

Some Google Play products and features aren't available in all countries.

Find more information on [support.google.com/androidtv](http://support.google.com/androidtv)

---

### Cast to Your TV

To cast an app to the TV screen...

- 1 - SmartPhone connect to TV using Wi-Fi Direct (Scan the QR code or use the WiFi SSID and the password)
- Open an app that supports Google Cast.
- 2 - Tap the Google Cast icon.
- 3 - Select the TV you would like to cast to.
- 4 - Press play on your smartphone or tablet. What you selected should start playing on TV.

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## AirPlay

To add the AirPlay functionality to your Android TV, you can download and install one of the several Android apps that do just that. You can find several of these apps in the Google Play Store.

---

11.9

## Software

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### Update Software






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#### Update from USB

It might be necessary to update the TV software.

You need a computer with an high-speed Internet connection and a USB flash drive to upload the software on the TV. Use a USB flash drive with at least 2Gb free space. Make sure that write protection is switched off.


To update the TV software...

- 1 - Press / /  Home >  Settings >  Update Software.
- 2 - Select **Firmware Upgrade from USB** and press **OK**.

#### Download the software

- 1 - Insert the USB flash drive into your computer.
- 2 - On the USB flash drive, locate the file **update.htm** and double click it.
- 3 - Click **Send ID**.
- 4 - If new software is available, download the .zip file.
- 5 - After the download, unzip the file and copy the file **autorun.upg** onto the USB flash drive. Do not place this file in a folder.

#### Update the TV software

- 1 - Insert the USB flash drive into the TV again. The update starts automatically.
- 2 - A software update can take several minutes. Do not press the  key on the TV or remote control. Do not remove the USB flash drive.
- 3 - When the update is done, the TV will return to the channel you were watching.






If a power cut occurs during the update, never remove the USB flash drive from the TV. When the power returns, the update will continue.

To prevent an accidental update of the TV software, delete the autorun.upg file from the USB flash drive.

---

## Software Version

To view the current TV software version...

- 1 - Press / / , select **Settings**  and press **OK**.
- 2 - Select **Update Software** > **Current Firmware** and press **OK**.
- 3 - The version, release notes and creation date are shown.
- 4 - Press  (left) repeatedly if necessary, to close the menu.

## Update from website

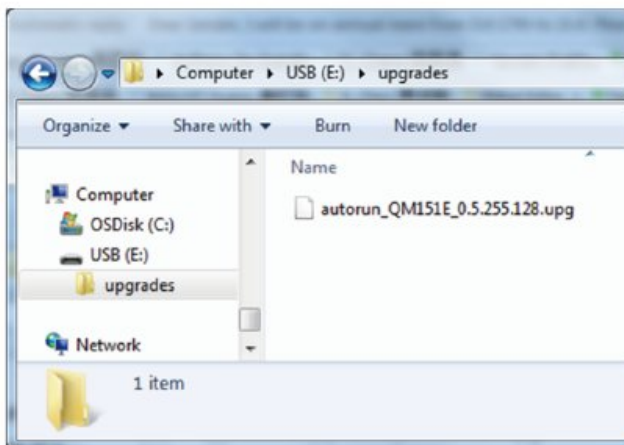
You can find the current firmware version of your TV in the settings menu under "Update Software" > "Current firmware".

Regularly check [www.philips.com/support](http://www.philips.com/support) for new Firmware updates.

Follow the instructions below to update the firmware of your TV.

Download the latest software...

- 1 - Launch the Internet Explorer.
- 2 - Enter the Philips support site at url <http://www.philips.com/support>.
- 3 - Enter the model number. (You can find your model number from the label on the rear of the TV.)
- 4 - When enter your TV's product page, select Support.
- 5 - Select "Software updates", and click on "Download file" to download the software. (The software is available as a zip file.)
- 6 - If the software version is higher than the version installed on your TV, click the software download link.
- 7 - Accept the license agreement/Terms and Conditions, select "I agree", then the zip file will be downloaded automatically.
- 8 - Unzip the zip file to any directory using an archive utility.
- 9 - Create a folder name "upgrades" in the main directory of your USB flash drive.
- 10 - Copy the upg file you have extract earlier into the upgrades folder, as depicted in the picture below.
- 11 - Disconnect your USB flash drive from the computer.



Update the software...

- 1 - Connect your USB flash drive (containing the software update) to the USB connector on the TV. Wait 30 seconds or until the USB drive is recognized by the TV.
- 2 - Your TV will start loading the software automatically.
- 3 - When the loading of the software finished, press "Start" to activate the upgrade of the TV.

---

# Help and Support

---

12.1

## Troubleshooting

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### Switch On and Remote Control

#### The TV does not switch on

- Disconnect the power cable from the power outlet. Wait for one minute then reconnect it.
- Make sure that the power cable is securely connected.

#### Creaking sound at startup or switch off

When you are switching the TV on, off or to standby, you hear a creaking sound from the TV chassis. The creaking sound is due to the normal expansion and contraction of the TV as it cools and warms up. This does not affect performance.

#### TV does not respond to the remote control

The TV requires some time to start up. During this time, the TV does not respond to the remote control or TV controls. This is normal behaviour. If the TV continues to be unresponsive to the remote control, you can check if the remote control is working by means of a mobile phone camera. Put the phone in camera mode and point the remote control to the camera lens. If you press any key on the remote control and you notice the infra red LED flicker through the camera, the remote control is working. The TV needs to be checked. If you do not notice the flickering, the remote control might be broken or its batteries are low. This method of checking the remote control is not possible with remote controls which are wirelessly paired with the TV.

#### The TV goes back to standby after showing the Philips startup screen

When the TV is in standby, a Philips startup screen is displayed, then the TV returns to standby mode. This is normal behaviour. When the TV is disconnected and reconnected to the power supply, the startup screen is displayed at the next startup. To switch on the TV from standby, press **⏻** on the remote control or on the TV.

#### The standby light keeps on blinking

Disconnect the power cable from the power outlet. Wait 5 minutes before you reconnect the power cable. If the blinking reoccurs, contact Philips TV Consumer Care.

---

## Picture

### No picture / distorted picture

- Make sure that the antenna is properly connected to the TV.
- Make sure that the correct device is selected as the display source.
- Make sure that the external device or source is properly connected.

### Sound but no picture

- Make sure that the picture settings are set correctly.

### Poor antenna reception

- Make sure that the antenna is properly connected to the TV.
- Loud speakers, unearthed audio devices, neon lights, high buildings and other large objects can influence reception quality. If possible, try to improve the reception quality by changing the antenna direction or moving devices away from the TV.
- If reception on only one channel is poor, fine-tune this channel with Manual Installation.

### Poor picture from a device

- Make sure that the device is connected properly.
- Make sure that the picture settings are set correctly.

### Picture does not fit the screen

Change to a different picture format.

### Picture position is incorrect

Picture signals from some devices may not fit the screen correctly. Check the signal output of the connected device.

### Computer picture is not stable

Make sure that your PC uses the supported resolution and refresh rate.

---

## Sound

### No sound or poor sound quality

If no audio signal is detected, the TV automatically switches the audio output off — this does not indicate malfunction.

- Make sure that the sound settings are correctly set.
- Make sure that all cables are properly connected.
- Make sure that the volume is not muted or set to zero.
- Make sure that the TV audio output is connected to the audio input on the Home Theatre System. Sound should be heard from the HTS speakers.
- Some devices may require you to manually enable HDMI audio output. If HDMI audio is already enabled, but you still do not hear audio, try changing the digital audio format of the device to PCM (Pulse Code Modulation). Refer to the documentation accompanying your device for instructions.

---

## Connections

### HDMI

- Note that HDCP (High-bandwidth Digital Content Protection) support can delay the time taken for a TV to display content from an HDMI device.
- If the TV does not recognise the HDMI device and no picture is displayed, switch the source from one device to another and back again.
- If there are intermittent sound disruptions, make sure that output settings from the HDMI device are correct.
- If you use an HDMI-to-DVI adapter or HDMI-to-DVI cable, make sure that an additional audio cable is connected to AUDIO IN (mini-jack only), if available.

### EasyLink does not work

- Make sure that your HDMI devices are HDMI-CEC compatible. EasyLink features only work with devices that are HDMI-CEC compatible.

### No volume icon shown

- When a HDMI-CEC audio device is connected this behaviour is normal.

### Photos, videos and music from a USB device do not show

- Make sure that the USB storage device is set to Mass Storage Class compliant, as described in the storage device's documentation.
- Make sure that the USB storage device is compatible with the TV.
- Make sure that the audio and picture file formats are supported by the TV.

### Choppy playback of USB files

- The transfer performance of the USB storage device may limit the data transfer rate to the TV which causes poor playback.

---

## Wi-Fi, Internet and Bluetooth®

### Wi-Fi network not found or distorted

- Microwave ovens, DECT phones or other Wi-Fi 802.11b/g/n/ac devices in your proximity might disturb the wireless network.
- Make sure that the firewalls in your network allow access to the display's wireless connection.
- If the wireless network does not work properly in your home, try the wired network installation.

### Internet does not work

- If the connection to the router is OK, check the router connection to the Internet.

### The PC and Internet connection are slow

- Look in your wireless router's user manual for information on indoor range, transfer rate and other factors of signal quality.

- Use a high-speed (broadband) Internet connection for your router.

### DHCP

- If the connection fails, you can check the DHCP (Dynamic Host Configuration Protocol) setting of the router. DHCP should be switched on.

### Bluetooth® lost connection

- Places with a high amount of wireless activity – apartments with lots of wireless routers – can hamper the wireless connection.

---

## 12.2

## Online Help

To solve any Philips TV related problem, you can consult our online support. You can select your language and enter your product model number.

Go to [www.philips.com/support](http://www.philips.com/support)

On the support site you can find your country's telephone number to contact us as well as answers to frequently asked questions (FAQs). In some countries, you can chat with one of our collaborators and ask your question directly or send a question by email. You can download new TV software or the manual to read on your computer.

---

## 12.3

## Support and Repair

For support and repair, call the Consumer Care hotline in your country. Our service engineers will take care of a repair, if necessary.

Find the telephone number in the printed documentation that came with the TV.

Or consult our website [www.philips.com/support](http://www.philips.com/support) and select your country if needed.

### TV model number and serial number

You might be asked to provide the TV product model number and serial number. Find these numbers on the packaging label or on the type label on the back or bottom of the TV.

### ▲ Warning

Do not attempt to repair the TV yourself. This may cause severe injury, irreparable damage to your TV or void your warranty.



---

# Safety and Care

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## 13.1

### Safety

---

#### Important

Read and understand all safety instructions before you use the TV. If damage is caused by failure to follow instructions, the warranty does not apply.

No modify this equipment without authorization of the manufacturer.

---

#### Risk of Electric Shock or Fire

- Never expose the TV to rain or water. Never place liquid containers, such as vases, near the TV. If liquids are spilt on or into the TV, disconnect the TV from the power outlet immediately. Contact Philips TV Consumer Care to have the TV checked before use.
- Never expose the TV, remote control or batteries to excessive heat. Never place them near burning candles, naked flames or other heat sources, including direct sunlight.
- Never insert objects into the ventilation slots or other openings on the TV.
- Never place heavy objects on the power cord.
- Avoid force coming onto power plugs. Loose power plugs can cause arcing or fire. Ensure that no strain is exerted on the power cord when you swivel the TV screen.
- To disconnect the TV from the mains power, the power plug of the TV must be disconnected. When disconnecting the power, always pull the power plug, never the cord. Ensure that you have full access to the power plug, power cord and outlet socket at all times.

---

#### Risk of Injury or Damage to the TV

- Two people are required to lift and carry a TV that weighs more than 25 kg or 55 lbs.
- If you mount the TV on a stand, only use the supplied stand. Secure the stand to the TV tightly. Place the TV on a flat, level surface that can support the weight of the TV and the stand.
- When wall mounted, ensure that the wall mount can safely bear the weight of the TV set. TP Vision bears no responsibility for improper wall mounting that results in accident, injury or damage.
- Parts of this product are made of glass. Handle with care to avoid injury or damage.

#### Risk of damage to the TV !

Before you connect the TV to the power outlet, ensure that the power voltage matches the value printed on the back of the TV. Never connect the TV to the power outlet if the voltage is different.

---

#### Stability Hazards

A television set may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

- ALWAYS ensure the television set is not overhanging the edge of the supporting furniture.
- ALWAYS use cabinets or stands or mounting methods recommended by the manufacturer of the television set.
- ALWAYS use furniture that can safely support the television set.
- ALWAYS educate children about the dangers of climbing on furniture to reach the television set or its controls.
- ALWAYS route cords and cables connected to your television so they cannot be tripped over, pulled or grabbed.
- NEVER place a television set in an unstable location.
- NEVER place the television set on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television set to a suitable support.
- NEVER place the television set on cloth or other materials that may be located between the television set and supporting furniture.
- NEVER place items that might tempt children to climb, such as toys and remote controls, on the top of the television or furniture on which the television is placed.

If the existing television set is going to be retained and relocated, the same considerations as above should be applied.

---

#### Risk of batteries

- Do not ingest the battery. Chemical burn hazard.
- The remote control may contain a coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.
- Keep new and used batteries away from children.
- If the battery compartment does not close securely, stop using the product and keep it away from children.
- If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.
- Risk of fire or explosion if the battery is replaced by an incorrect type.

- Replacement of a battery with an incorrect type that can defeat a safeguard (for example, in the case of some lithium battery types).
- Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.
- Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.
- A battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

---

## Risk of Overheating

Never install the TV in a confined space. Always leave a space of at least 10 cm or 4 inches around the TV for ventilation. Ensure curtains or other objects never cover the ventilation slots on the TV.

---

## Lightning Storms

Disconnect the TV from the power outlet and antenna before lightning storms. During lightning storms, never touch any part of the TV, power cord or antenna cable.

---

## Risk of Hearing Damage

Avoid using earphones or headphones at high volumes or for prolonged periods of time.

---

## Low Temperatures

If the TV is transported in temperatures below 5°C or 41°F, unpack the TV and wait until the TV temperature reaches room temperature before connecting the TV to the power outlet.

---

## Humidity

In rare occasions, depending on temperature and humidity, minor condensation can occur on the inside of the TV glass front (on some models). To prevent this, do not expose the TV to direct sunlight, heat or extreme humidity. If condensation occurs, it will disappear spontaneously while the TV is playing for a few hours.

The condensation moisture will not harm the TV or cause malfunction.

---

13.2

## Health Care Facility Apparatus

If this TV is intended for entertainment purposes for use in a hospital, a nursing home, a medical-care center, or a similar health-care facility in which installation is limited to a nonhazardous area, it must be installed wall-mounted or ceiling mounted.

It is not intended for use in a critical-care area in which a patient is treated with an externalized electrical conductor, such as a probe, a catheter,

or other electrode, connected to the heart; however, the apparatus will be contacted by a patient during his stay in a health-care facility.

---

13.3

## Radiation Exposure Statement (for built-in WiFi only)

This equipment complies with CE radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and body.

The frequency, mode and the maximum transmitted power in EU are listed below:

-2400-2483.5MHz: < 20 dBm (EIRP) for 2.4G product only.

-5150-5250MHz: < 23 dBm (EIRP)

-5250-5350MHz: < 23 dBm (EIRP)

-5470-5725MHz: < 30 dBm (EIRP)

-5725-5825MHz: < 13.98 dBm (EIRP)

The device is restricted to indoor use only when operating in the 5150 to 5350MHz frequency range (for 5G product only).

# Terms of Use

## 14.1

### Terms of Use – TV

2021 © TP Vision Europe B.V. All rights reserved.

This product was brought to the market by TP Vision Europe B.V. or one of its affiliates, hereinafter referred to as TP Vision, which is the manufacturer of the product. TP Vision is the warrantor in relation to the TV with which this booklet was packaged. Philips and the Philips Shield Emblem are registered trademarks of Koninklijke Philips N.V.

Specifications are subject to change without notice. Trademarks are the property of Koninklijke Philips N.V or their respective owners. TP Vision reserves the right to change products at any time without being obliged to adjust earlier supplies accordingly.

The written material packaged with the TV and the manual stored in the memory of the TV or downloaded from the Philips website [www.philips.com/support](http://www.philips.com/support) are believed to be adequate for the intended use of the system.

The material in this manual is believed adequate for the intended use of the system. If the product, or its individual modules or procedures, are used for purposes other than those specified herein, confirmation of their validity and suitability must be obtained. TP Vision warrants that the material itself does not infringe any United States patents. No further warranty is expressed or implied. TP Vision cannot be held responsible neither for any errors in the content of this document nor for any problems as a result of the content in this document. Errors reported to Philips will be adapted and published on the Philips support website as soon as possible.

Terms of warranty – Risk of injury, damage to TV or void of warranty!

Never attempt to repair the TV yourself. Use the TV and accessories only as intended by the manufacturer. The caution sign printed on the back of the TV indicates risk of electric shock. Never remove the TV cover. Always contact Philips TV Customer Care for service or repairs. Find the telephone number in the printed documentation that came with the TV. Or consult our website [www.philips.com/support](http://www.philips.com/support) and select your country if needed. Any operation expressly prohibited in this manual, or any adjustments and assembly procedures not recommended or authorised in this manual, shall void the warranty.

Pixel characteristics

This TV product has a high number of colour pixels. Although it has effective pixels of 99.999% or more,

black dots or bright points of light (red, green or blue) may appear constantly on the screen. This is a structural property of the display (within common industry standards) and is not a malfunction.

CE compliance

Hereby, TP Vision Europe B.V. declares that this television is in compliance with the essential requirements and other relevant provisions of Directives 2014/53/EU (RED), 2009/125/EC (Eco Design) and 2011/65/EC (RoHS).

Compliance with EMF

TP Vision manufactures and sells many products targeted at consumers which, like any electronic apparatus, in general have the ability to emit and receive electromagnetic signals. One of TP Vision's leading business principles is to take all necessary health and safety measures for our products, to comply with all applicable legal requirements and to stay well within the Electro Magnetic Field (EMF) standards applicable at the time of producing the products.

TP Vision is committed to developing, producing and marketing products that cause no adverse health effects. TP Vision confirms that, as long as its products are handled properly for their intended use, they are safe to use according to scientific evidence available today. TP Vision plays an active role in the development of international EMF and safety standards, enabling TP Vision to anticipate further developments in standardisation for early integration in its products.

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## Copyrights

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Services and/or software offered by third parties may be changed, suspended, or terminated without prior notice. TP Vision does not bear any responsibility in these sorts of situations.

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# Open Source

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## Open Source Software

This television contains open source software. TP Vision Europe B.V. hereby offers to deliver, upon request, a copy of the complete corresponding source code for the copyrighted open source software packages used in this product for which such offer is requested by the respective licences.

This offer is valid up to three years after product purchase to anyone in receipt of this information. To obtain the source code, please write in English to .

[open.source@tpv-tech.com](mailto:open.source@tpv-tech.com)

or please scan the Qrcode below to read the README document online.




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# Open Source License

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## Announcements

You can receive an announcement on new TV software available for download or other software related issues.

To read these announcements...

- 1 - Press **⚙**, select **All Settings** and press **OK**.
- 2 - Select **Update Software > Announcements**, and press **OK**.
- 3 - If there is an announcement, you can read it or select one of the announcements available.
- 4 - Press **⬅** (left) repeatedly if necessary, to close the menu.

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**Andorra**  
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0150 2842133

**Belarus/Беларусь**  
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02 7007360

**Bulgaria/България**  
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+359 2 4916273

**Croatia/Hrvatska**  
0800 222 782

**Czech Republic/Česká republika**  
800 142100

**Denmark/Danmark**  
352 587 61

**Estonia/Eesti Vabariik**  
800 0044 307

**Finland/Suomi**  
09 229 019 08

**France**  
01 57324070

**Georgia/ საქართველო**  
800 00 00 80

**Germany**  
0696 640 4383

**Greece/Ελλάδα**  
0 0800 4414 4670

**Greece Cyprus**  
800 92 256

**Hungary/Magyarország**  
068 001 85 44  
(06 1) 700 8151

**Republic of Ireland/Poblacht na hÉireann**  
1 601 1161

**Northern Ireland/Tuaisceart Éireann**  
1 601 1161

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02 4528 7030

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**Poland/Polska**  
022 203 0327

**Portugal**  
0800 780 902

**Romania/România**  
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031 6300042

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**Slovenia**  
0800 80 255

**Spain/España**  
915 909 335

**Sweden/Sverige**  
010-750 28 39

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